



Australian Government

Department of Education, Employment and Workplace Relations

RTF3026A Receive and dispatch plants and other nursery products

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This competency standard covers the process of co-ordinating the receiving and dispatching of plants and other nursery products from a production, wholesale or retail nursery. The receiving and dispatching of plants and other nursery products is likely to be under limited supervision from others, with checking only related to overall progress, and is usually done within established routines, methods and procedures. Some discretion and judgement may be required in relation to the selection, presentation and transportation of particular nursery products. Receiving and dispatching involves the application of horticultural knowledge including warehousing, storage and transportation techniques.

Application of the Unit

Not applicable.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

Not applicable.

Elements and Performance Criteria Pre-Content

Not applicable.

Elements and Performance Criteria

Elements and Performance Criteria

Element	Performance Criteria
1 Prepare for the dispatch of products	1.1 Materials, equipment and personnel required for the job are identified and work tasks are co-ordinated in a sequential, timely and effective manner in consultation with supervisor. 1.2 OHS hazards are identified, risks assessed and suitable controls implemented. 1.3 Orders are selected from stock batches in accordance with order forms and collated in the dispatch area according to enterprise guidelines. 1.4 Product presentation, packaging and labelling are organised according to enterprise guidelines. 1.5 All orders are thoroughly checked for accuracy. 1.6 Product levels are monitored and maintained according to enterprise guidelines.
2 Receive and dispatch products	2.1 Incoming product is received, checked and stored according to enterprise guidelines and sound horticultural practices. 2.2 Dispatch areas and packing/packaging materials are maintained and tidied according to enterprise guidelines. 2.3 Transportation is organised according to product requirements and to ensure the product is delivered and/or received in the best possible condition. 2.4 Contractual arrangements are met according to enterprise guidelines and sound horticultural practices.

Required Skills and Knowledge

Not applicable.

Evidence Guide

What evidence is required to demonstrate competence for this standard as a whole?

Competence in co-ordinating the receiving and dispatching of plants and other nursery products requires evidence that orders can be selected from stock, presented, packaged and dispatched according to enterprise guidelines, and that orders can be received, checked and stored according to sound horticultural practices.

The skills and knowledge required to receive and dispatch products must be **transferable** to a different work environment. For example, this could include different plants, products, types of enterprises and procedures.

What specific knowledge is needed to achieve the performance criteria?

Knowledge and understanding are essential to apply this standard in the workplace, to transfer the skills to other contexts, and to deal with unplanned events. The knowledge requirements for this competency standard are listed below:

- environmental controls necessary for transporting plants

- common sources of cross contamination from transport vehicles

- enterprise quarantine policies and relevant quarantine legislation

- enterprise stock control procedures

- best practice guidelines for nursery hygiene

- enterprise quality standards for the packing, packaging and labelling of products.

What specific skills are needed to achieve the performance criteria?

To achieve the performance criteria, appropriate literacy and numeracy levels as well as some complementary skills are required. These include the ability to:

- communicate with clients, suppliers and work team members re product requirements
- interpret order forms
- maintain product records accurately, either manually or on a computer
- use a calculator.

What processes should be applied to this competency standard?

There are a number of processes that are learnt throughout work and life, which are required in all jobs. They are fundamental processes and generally transferable to other work functions. Some of these are covered by the **key competencies**, although others may be added. The questions below highlight how these processes are applied in this competency standard. Following each question a number in brackets indicates the level to which the key competency needs to be demonstrated where 0 = not required, 1 = perform the process, 2 = perform and administer the process and 3 = perform, administer and design the process.

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| 1. How can communication of ideas and information (2) be applied? | Written, oral and telecommunication of ideas and information may be applied when interpreting the detail from order forms. |
| 2. How can information be collected, analysed and organised (2)? | Information from order forms may need to be collected, analysed and organised before products can be selected, packed and transported. |
| 3. How are activities planned and organised (2)? | Activities may be planned and organised according to the priority of orders or other contractual arrangements with clients and/or suppliers. |
| 4. How can team work (2) be applied? | Team work may need to be applied when product is packed/packaged ready for dispatch. |
| 5. How can the use of mathematical ideas and techniques (2) be applied? | Mathematical ideas and techniques may need to be applied when monitoring product levels. |
| 6. How can problem-solving skills (2) be applied? | Problem-solving skills may need to be applied when there is not enough product to complete an order. |
| 7. How can the use of technology (2) be applied? | The use of technology may be applied if a computerised product control system is maintained. |

Are there other competency standards that could be assessed with this one?

This competency standard **could** be assessed on its own or in combination with other competencies relevant to the job function.

There is essential information about **assessing this competency standard for consistent performance** and **where and how it may be assessed**, in the Assessment Guidelines for this Training Package. All users of these competency standards must have **access** to the **Assessment Guidelines**. Further advice may also be sought from the relevant **sector booklet**.

Range Statement

Range of Variables

The Range of Variables explains the contexts within which the performance and knowledge requirements of this standard may be assessed. The scope of variables chosen in training and assessment requirements may depend on the work situations available

What **materials and equipment** may be required for receiving and dispatching products?

Materials and equipment may include packaging materials, labels, labelling equipment, computer, barcode scanner, calculator, scissors or knives, forklift, hand trolley, motorised trolley, wheelbarrow, small tractor, trailer, secateurs and hand tools.

What **OHS hazards** may be associated with the receiving and dispatching of products?

OHS hazards may include working with hazardous goods, manual handling, moving equipment and vehicles, sharp hand tools and equipment, solar radiation, dust, noise, and slippery or uneven surfaces.

What **suitable controls** are likely to be implemented?

Suitable controls may include appropriate personal protective clothing and equipment (PPE), correct manual handling and safe lifting techniques, and licences and permits for the use of forklifts and other transportation vehicles.

What information is likely to be included on an **order form**?

An order form may include client details, plant numbers, the selection system (e.g. to be selected by hand or using a tractor and picking trailer), growing bay, batch or lot details, delivery dates, presentation, packaging, storage and transportation requirements.

What type of **product presentation** is likely to be used?

Product presentation may include sleeving for seasonal times and overall sleeving for protection during transport.

How would product levels be **monitored and maintained**?

The monitoring and maintenance of product levels may include stocktakes, checking of invoices against orders, updating of computer/manual records, regular communication with clients, suppliers and work team members, ordering of more product, and the checking of products on receipt.

What **incoming product** is likely to be received?

Incoming product may include tube stock, propagation units, stock from quarantine, treatments, tools and equipment, seedlings, containerised and bare-rooted plants, bulbs, and seeds.

What do **sound horticultural practices** refer to?

Sound horticultural practices include Nursery Industry Association of Australia (NIAA) Best Practice Guidelines, hygiene and quarantine policies and plant species requirements.

What **packing/packaging materials** are likely to be used?

Packing/packaging materials may include pallets, sleeving, plastic wrapping, boxes and trays.

What may need to be **organised** in relation to transporting products?

Organisation may include arrangement of shelves in trucks/containers, arrangement of loading/unloading equipment or machinery, checking hygiene standards of trucks/containers, and environmental controls such as temperature, humidity and air while being transported.

For more information on contexts, environment and variables for training and assessment, refer to the Sector Booklet.

Unit Sector(s)

Not applicable.